



EBT NEWS

County of Los Angeles
Department of Public
Social Services

Issue 9

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BWS EBT Rollout Kick-Off

On September 22, 2003 BWS facilitated an EBT Kick-Off Meeting with District Directors whose offices are due to rollout early next year. Serving as presenters were representatives from the State EBT Implementation Team, Citicorp, DPSS Academy, OIT, LEADER Line Operations, Property Management Section, Cash Programs, Food Stamp Program, Media Services and, of course, the EBT Pilot Directors, Mattie Gardette, EBT Chief, and Vance Martin, BWS Chief-in-Charge.

The meeting consisted of an interactive "How-To Prepare for EBT" PowerPoint presentation, focusing on topics such as the Preparation Phase, Implementation Phase, Soft Go Live, and finally Go Live! The information provided was quite comprehensive, including important dates, key tasks identified for each district, and a resource/contact listing for future reference.

BWS Directors responded very positively to the information shared, and already have begun to assume a proactive approach to their District's EBT needs. The interactive nature of the presentation allowed the meeting to serve as a forum for Directors to ask questions, as well as be introduced to key individuals responsible for different aspects of the operation.

Overall, the kick-off was a great success!

EBT CORNER: IS IT TRUTH OR FICTION?

1. Cash participants with Direct Deposit **will not** get an EBT card unless they have a Food Stamp segment. Is this truth or fiction?

Truth. Cash benefits will continue to be deposited into the participant's designated bank or credit union account. Participants will access their cash benefits according to the provisions set by the bank/credit union for that account.

When there is a Food Stamp segment, the EBT card will be used only for making food purchases.

2. A PIN is mailed with the initial (very first) EBT card when a participant does **not** wait to pick-up the card in the district office. Is this truth or fiction?

Fiction. When a participant does **not** wait for the initial EBT card in the office, the EBT card is mailed to the mailing address (except for participants who use the district office as the mailing address). The participant can get a PIN by calling the Customer Service Center number **after** the EBT card is received.

Reminder: A PIN is not needed for replacement EBT cards. Participants will be able to use the same PIN.

EBT IS HERE



EBT CARD SAFETY TIPS FOR PARTICIPANTS

- Keep card in a safe place.
- Do not let anyone use card without your permission.
- Do not write PIN on EBT (Golden State Advantage) card.
- Do not keep a written record of PIN in the same place as EBT (Golden State Advantage) card.

**KEEP EBT ACCOUNT
INFORMATION PRI-
VATE!**

**REPORT A LOST, STO-
LEN, OR DAMAGED
CARD IMMEDIATELY** to
the Customer Service
Center at 1-877-328-
9677.

